



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE  
Attorney Docket Number 13253US01

#10  
S. Zimmerman  
7628/13  
3713

IN THE APPLICATION OF:

Michael H. D'Amico et al.

Serial No.: 09/982,244

Filed: October 17, 2001

For: GAMING SYSTEM CUSTOMER  
SERVICE TECHNIQUES

Examiner: Julie K. Brockett

Group Art Unit: 7628

Confirmation No.: 7628

**PATENT**

**CERTIFICATE OF MAIL**

I hereby certify that this correspondence  
is being deposited with the United  
States Postal Service as first class mail  
in an envelope addressed to:  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450  
this 21<sup>st</sup> day of May, 2003.

By: 

Lawrence M. Jarvis  
Reg. No. 27,341

**TRANSMITTAL OF  
SECOND SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT  
AFTER APPLICATION FILING DATE**

Assistant Commissioner for Patents  
Washington, D.C. 20231

Dear Sir:

**ENCLOSURES**

Enclosed are the following:

- \* A completed PTO form 1449 (1) page.
- \* A copy of each printed or patented reference listed in the enclosed form 1449 and not previously provided to or by the PTO in this application.

**FEE DETERMINATION**

- \* Pursuant to 37 C.F.R. 1.97 (c)(2), a fee of \$180.00 is required and is submitted herewith.

**RECEIVED**

**MAY 28 2003**

TECHNOLOGY CENTER R3700

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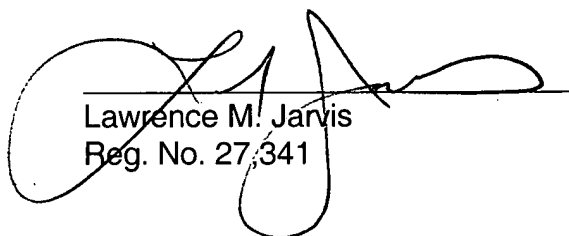
## REQUEST FOR CONSIDERATION

This paper and enclosures are believed to be entitled to consideration under 37 C.F.R. § 1.97, based on the facts stated above. The Examiner is requested to initial both copies of the enclosed PTO-1449 and return one copy to the applicants to indicate consideration of the enclosed references.

Respectfully submitted,

**MCANDREWS, HELD & MALLOY, LTD.**

Dated: May 21, 2003



Lawrence M. Jarvis  
Reg. No. 27,341